



Public Service Commission of Wisconsin

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PSC Assists Consumers to Keep Heat Turned On

MADISON – The Public Service Commission (PSC) is advising consumers to contact their local utility if they have not made payments on their heat bill during the 2003-2004 winter season. Customers who have not made payments or established a payment plan for their outstanding heat bill may have their heat disconnected after April 15, 2004, when the moratorium ends. Utilities must provide notice to a customer prior to disconnection.

If a consumer has not made payment arrangements to pay an outstanding bill, the utility is not required to provide heat until an agreed-upon payment schedule has been reached. Disconnected consumers must make payment arrangements with their local utility to rectify outstanding bills in order to have their service restored.

Customers who need assistance in paying their heating bills can ask their local utility about energy assistance programs, such as the Wisconsin Home Energy Assistance Program (WHEAP). WHEAP provides funds to eligible households to assist with their energy bills. Eligibility is based on income and total energy use.

If a customer and utility cannot agree on a payment plan, customers may contact the PSC's Consumer Affairs Unit who will review the proposed payment agreement. Customers wishing to speak to a Consumer Specialist may call one of the following numbers:

Public Service Commission - Consumer Affairs
1-800-225-7729 or 608-266-2001

In addition, the PSC strongly urges consumers to exercise extreme caution when using alternative heat sources, such as electric space heaters. These heaters were not designed or intended to be used as a primary heat sources. Left unattended, or near children, these devices can be very dangerous.

WISCONSIN'S LARGEST INVESTOR – OWNED UTILITIES	
Xcel	800-895-4999
Alliant	800-862-6222
We Energies	800-842-4565
Wisconsin Public Service Corporation	800-450-7260
Madison Gas & Electric Company	608-252-7144
Superior Water, Power & Light Company	715-395-6201

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